**Pharmaceutical services - Additional services - Dispensing and Supply of Urology Products**

**Urology Supply Service**

Managed by Continence Care Service

**This document provides learning for use of ELMS2 system for community pharmacy teams**

**Elms2 Overview**

* Urology orders are created by Nursing Teams for Pharmacies to view and dispense
* The system will advise the Pharmacies NHS mailbox of a new order
* Pharmacy can view, fully/part redeem or cancel orders
* Reporting function of orders redeemed or passed for payment

|  |
| --- |
| **Please note the following**   * Each order is known as a voucher to claim payment.   **Order Voucher redemption rule**   * The voucher can only be redeemed in one transaction and completes the order you have dispensed or item/s you may not have dispensed. * You **cannot** go back later and dispense more items to the voucher   **The Order Voucher**   * Voucher is either fully dispensed, part dispensed or cancelled. * A dispensing fee is added to the payment of fully dispensed vouchers. * Inform [continence.care@nhslothian.scot.nhs.uk](mailto:continence.care@nhslothian.scot.nhs.uk) when item out of stock to arrange a new order of an alternative item. Provide client and order details with your communication. * Once the voucher is redeemed the order will be removed from the order screen. * You will find history of vouchers at the Personal Budget Administration screen and will be covered at the end of the tutorial. |

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1. **How to request a login**

To request access to the system email [elms2@edinburgh.gov.uk](mailto:elms2@edinburgh.gov.uk) with the following details

* Contractor Number
* Contractor Name
* Full Name
* Work email address
* Contact telephone number

1. **How to login the system**

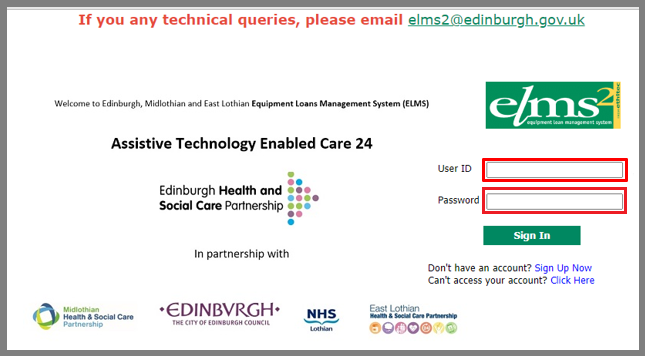
Login <https://edinburgh.ethiteconline.com/web/elms2live.wsc/web/main.html>

Insert your

* User ID
* Password

You will be asked to change your temporary password; the password must be 8 characters long:

* include 4 alphabetic characters.
* contain at least 2 numbers,
* and one-character i.e. !$£%&



# **3 Order search page**

**Here is some information on the order Screen**

On the right-hand side of the screen, are 7 icons

* 4 are used (highlighted in red
* 3 not used

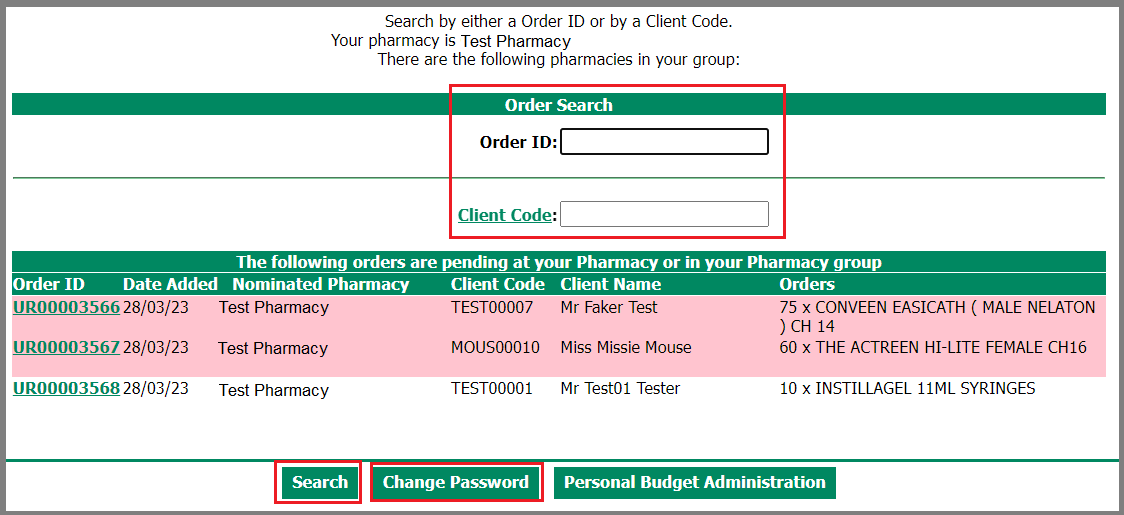
Graphical user interface, application, Excel

Description automatically generated**From Left to Right (**highlighted in red)

* Refresh your screen
* Home button
* Print
* Log out

**In the rest of the screen**

* The search function is not used at this time
* Click on **change your password**, to change your login password



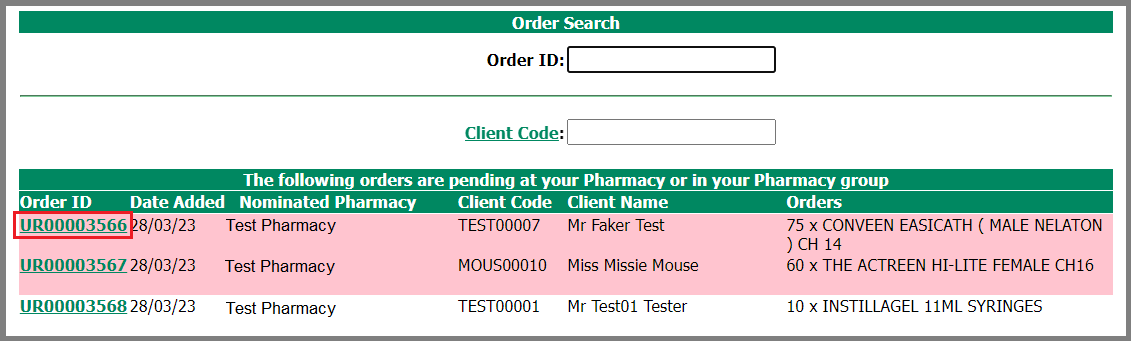
# **4 Viewing Orders**

**Urgent orders** are marked with a red background and are a priority for the client

**Standard orders** have a white background and are expected within 5 – 7 days

To view an order

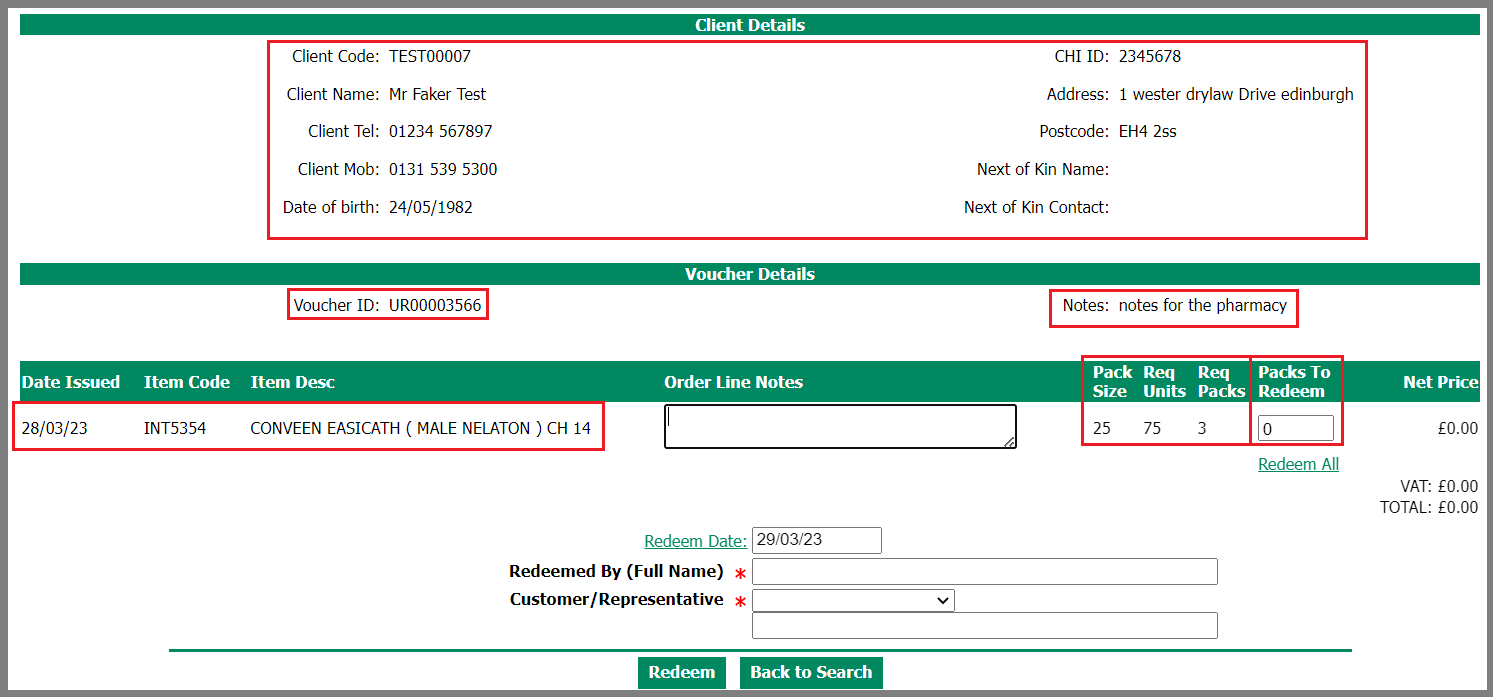
* **Click on the Order ID** eg UR00003566



**The following page has the information for Pharmacies to dispense the Items**

**There are 3 areas**

1. **Client** **Details** has the following information
   1. Name, Address, DOB, next of kin
2. **Voucher Details** 
   1. Voucher ID
   2. Notes, written by the Nurse for the Pharmacy
3. **Order Line Notes**
   1. Date and item information
   2. The pack size
   3. Required Units Column is shown and is the total of items regardless of pack counts
   4. The Req Packs column is shown and is the total number of packs of the item to be dispensed.
   5. Redeem section



# **4.1 How to Dispense a full order**

Then we can look at how to update part dispensed or cancelled orders

|  |
| --- |
| **Remember**  **Voucher redemption rule**   * The voucher can only be redeemed in one transaction and completes the order you have dispensed or item/s you may not have dispensed. * You **cannot** go back later and dispense more items to the voucher |

**Notes**

The Nursing team may write information pertaining to the prescription, ie client on holiday

**Packs to redeem**

If all items are to be redeemed - Click on **Redeem All**

**Order Line notes**

There is an option to enter informative notes about individual items

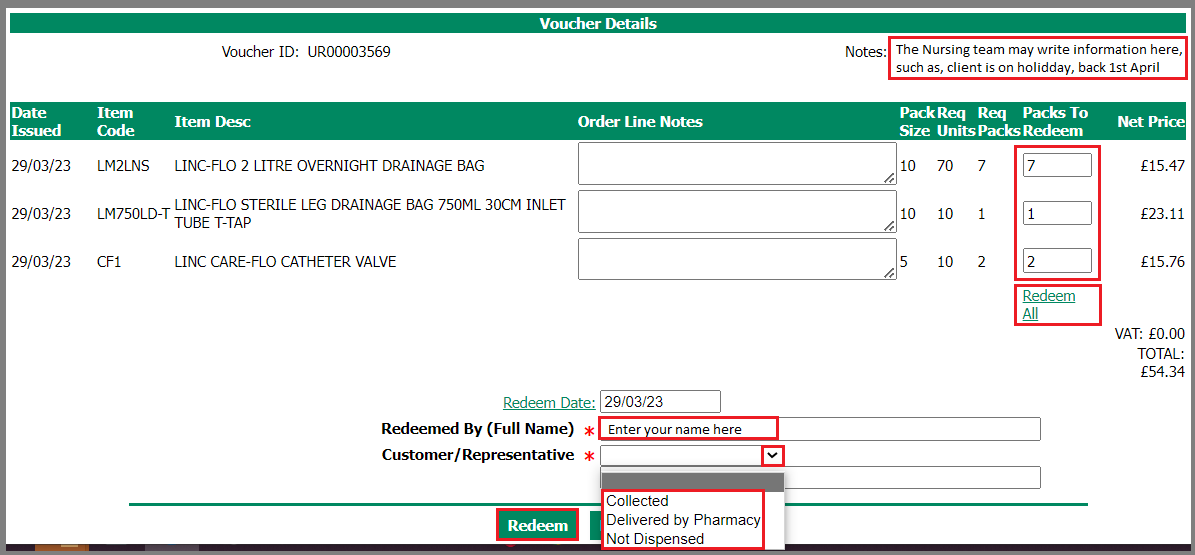
**Redeemed by (Full Name)**

Enter your Name

**Customer/ Representative**

Click on the down arrow, and choose either **Collected** or **Delivered by Pharmacy**

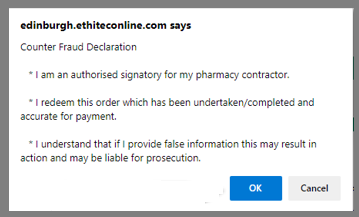
To complete the process, click on **Redeem**



This is the last opportunity to cancel and amend your entry

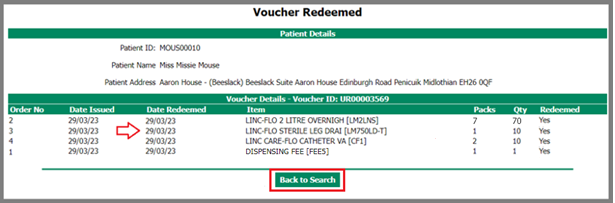


At this point click on **OK** to finalise the order



The Voucher Redeemed confirmation screen appears

* All items have been redeemed for payment
* Click **on Back to Search** screen



## **4.2 How to update part dispensed an item within Orders**

Let’s look at that same order and instead part dispense not providing item code LM2LNS

In the order Screen

* find the order
* Click onto the **Order ID**

In the Voucher, you will see the following

**Notes**

The Nursing team may write information pertaining to the prescription, ie client on holiday

**Packs to redeem**

Redeem the individual items

If you cannot redeem (dispense) an item, leave item packs to redeem at 0, then write in the order line note

**Order Line notes**

If you cannot redeem (dispense) the item

1. Write in the notes – reason item is not dispensed.
2. Inform [continence.care@nhslothian.scot.nhs.uk](mailto:continence.care@nhslothian.scot.nhs.uk) when an alternative item is required. Provide client and order details with your communication.

**Redeemed by (Full Name)**

Enter your Name

**Customer/ Representative**

Click on the down arrow, and choose either **Collected** or **Delivered by Pharmacy**

To complete the process, click on **Redeem**

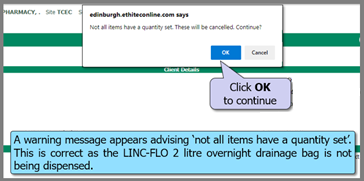
Graphical user interface, text, application

Description automatically generated

The following pop up will appear

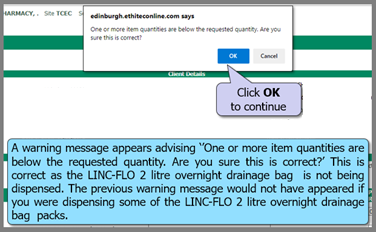
Please read the message and if correct you are not dispensing all items

Click on **OK** to continue



As you are not dispensing all items – this pop up appears.

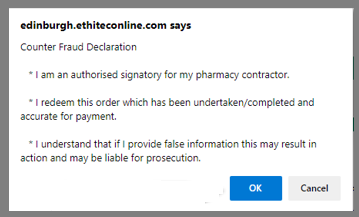
If correct, click on **OK** to continue



This is the last opportunity to cancel and amend your entry

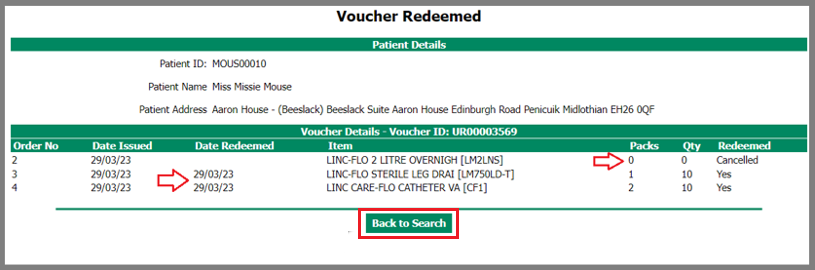


At this point click on **OK** to finalise the order



The Voucher Redeemed confirmation screen appears

* Item 1 has been cancelled
* Item 2 and 3 have been redeemed for payment
* Click **on Back to Search** screen



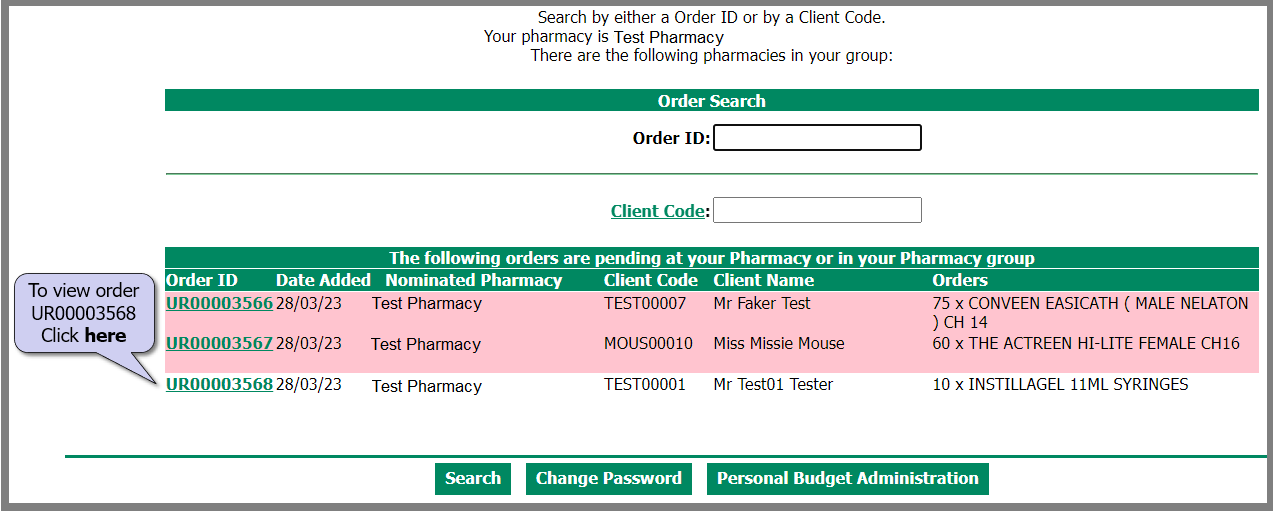
Which takes you back to the **Order search** screen.

The order UR00003569 is now removed from your list of pending orders

## **4.3 How to cancel Order**

Find the order

* Click on the Order ID



**In the Voucher Screen**

1. Leave all item packs to redeem at 0, then write in the order line note
2. Inform [continence.care@nhslothian.scot.nhs.uk](mailto:continence.care@nhslothian.scot.nhs.uk) if an alternative item is required.

Then

**Redeemed by (Full Name)**

Enter your Name

**Customer/ Representative**

Click on the down arrow, and choose either **Not dispensed**

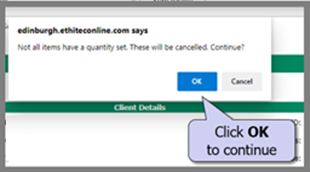
To complete the process, click on **Redeem**



Three pop up messages will appear

Pop up No.1 – informing you that not all items have a quantity

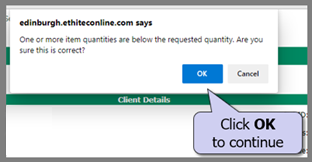
If correct, Click **OK** to continue



Pop up No. 2

Again the system is confirming that 1 or more items are below the requested quantity

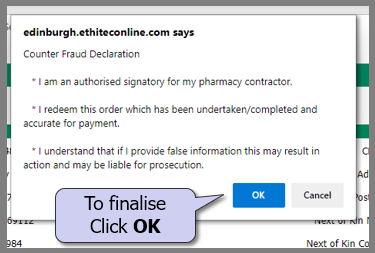
If correct Click **OK** to continue



Last pop up

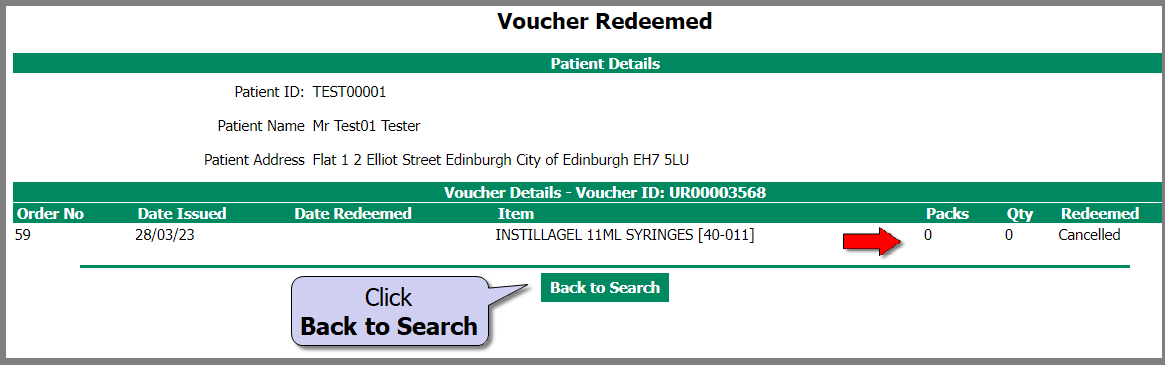
Please read and confirm the Counter Fraud Declaration

To finalise – Click **ok**



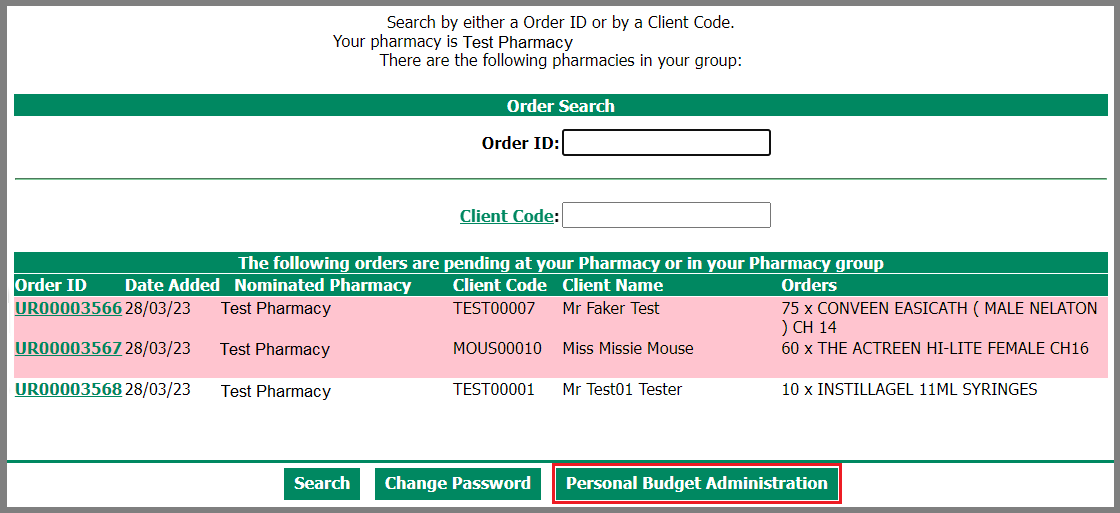
The Voucher Redeemed confirmation screen appears

* All Items have been cancelled



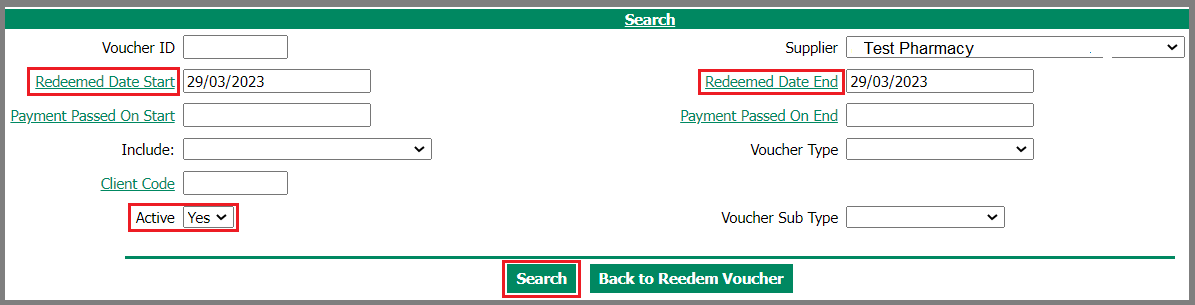
# **5 Personal Budget Administration**

On the front screen, you can access the Personal Budget Administration



To search for redeemed vouchers

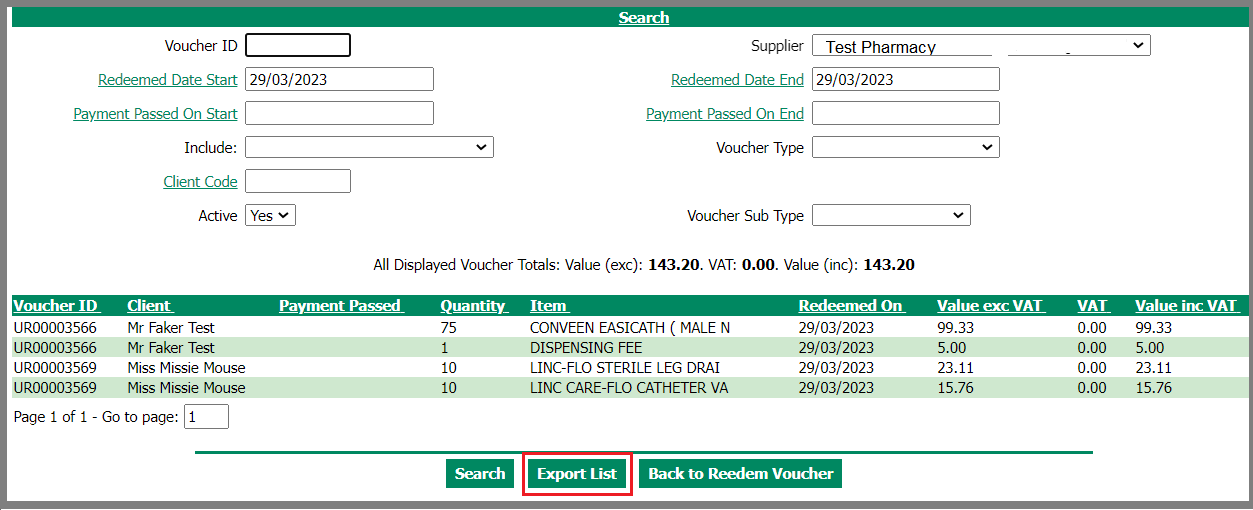
* Click on Redeemed Date Start – a calendar appears, click on the required date
* Enter the end date of your search
* Ensure that the active is Yes
* Click on **Search**



Search results are returned on this screen

To export the list, click on **Export List**

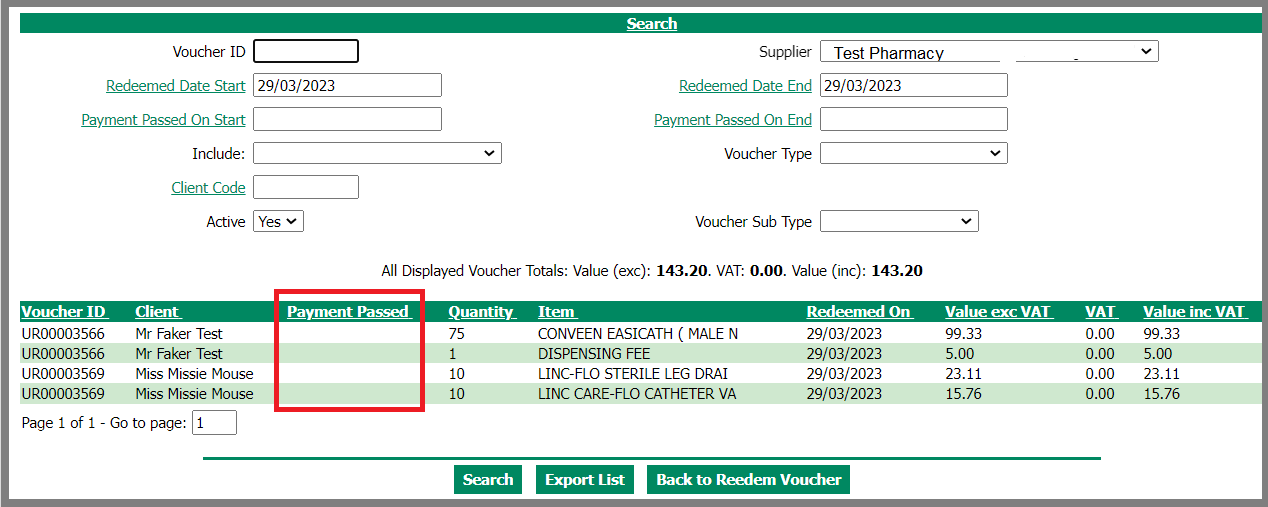
This will download into a Microsoft Excel file. These files should only be held for as long as necessary, and where longer than 3 months, removal of the client’s name from the export is recommended.



In the screen print below the **Payment passed** column

- Vouchers will show date payment passed to Primary Services Division Paymaster.

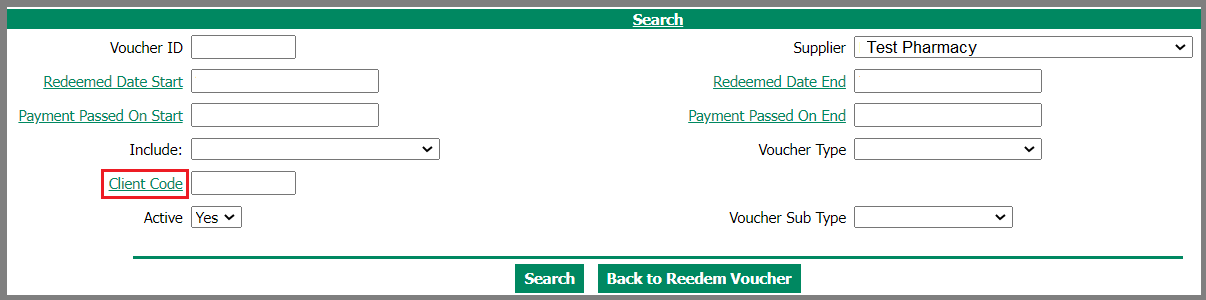
|  |
| --- |
| **Voucher Information payment information**  Vouchers are usually passed for payment 2 working days before deadline on the 14th of each month.  Except in the Month of December when they bring forward the deadline as early as the 4th |



In the Personal Budget Administration Screen

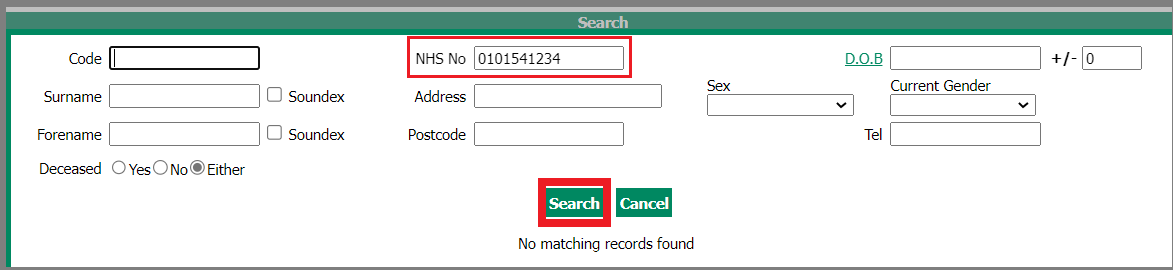
You can also search for a **Client**

* Click on **Client Code**



The following page appears

* In the NHS No box, type in the CHI



# **6 Support Contacts**

For user access requests or any technical queries using Elms2, please email [elms2@edinburgh.gov.uk](mailto:elms2@edinburgh.gov.uk)

For patient order queries, please email [continence.care@nhslothian.scot.nhs.uk](mailto:continence.care@nhslothian.scot.nhs.uk) or telephone

0131 537 4572

**Service opening times:**

Monday to Friday: 9.00am to 3.00pm

(Closed for lunch between 12.15pm and 1.00pm)